



**Community Care Licensing Division  
Quality Assurance, Advocacy and Technical Support Bureau**

**Residential Care Facilities for the Elderly (Capacity 7 and more)  
Most Common Deficiencies in 2015**

This is an analysis of the most common deficiencies cited in 2015 for Residential Care for the Elderly Facilities (RCFE) with a licensed capacity of seven (7) residents or more. The Quality Assurance Unit reviewed a sample drawn from the eight Adult and Senior Care Program Regional Offices of 62 Inspection Visit Reports (Random Annual, 5 Year Visit and Required Visit) and 247 citations. This list is limited to those deficiencies cited in five percent (5%) or more of inspections.

*Are you an RCFE licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at [TechnicalSupportProgram@dss.ca.gov](mailto:TechnicalSupportProgram@dss.ca.gov).*

Most common deficiencies cited when citations were issued during an RCFE inspection visit	This requirement can be found in Title 22 of the California Code of Regulations, Division 6:		Percentage of RCFE cited for this deficiency when citations were issued during an inspection visit
	Regulation Section Title	Regulation Section	
The facility shall be clean, safe, sanitary and in good repair at all times.	Maintenance and Operation	87303(a)	34%
Hot water provided for the use of residents shall be maintained between 105 and 120 degrees F.	Maintenance and Operation	87303(e)(2)	29%
Staff shall receive first aid training from persons qualified by such agencies as the American Red Cross./Ensure that at least one staff member who has cardiopulmonary resuscitation (CPR) training and first aid training is on duty and on the premises at all times. This paragraph shall not be construed to require staff to provide CPR.	Personnel Requirements - General/Administrator and management of residential care facilities; presence of administrator during working hours; facility manager	87411(c)(1)/H&S 1596.618(c)(3)	23%
Licensees who accept and retain residents with dementia shall ensure that each resident with dementia has an annual medical assessment and a reappraisal done at least annually.	Care of Persons with Dementia	87705(c)(5)	16%

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All facilities shall be maintained in conformity with the regulations adopted by the State Fire Marshal for the protection of life and property against fire and panic.	Fire Safety	87203	13%
The licensee shall assure provision of clean blankets, bedspreads, top and bottom bed sheets, pillow cases, mattress pads, bath towels, hand towels and wash cloths. All items shall be in good repair. The use of common wash cloths and towels shall be prohibited.	Personal Accommodations and Services	87307(a)(3)(C)	13%
The medical assessment, at a minimum, shall include: A physical exam of the resident containing a primary and secondary diagnosis, if any, results of a test for tuberculosis and any medical conditions which would preclude care of the person in an RCFE.	Medical Assessment	87458(b)(1)	11%
All staff who assist residents with personal activities of daily living shall receive at least ten hours of initial training within the first four weeks of employment and at least four hours annually thereafter.	Personnel Requirements - General	87411(c)	10%
The following items shall be made inaccessible to residents with dementia: Over-the-counter medication, nutritional supplements or vitamins, alcohol, cigarettes, and toxic substances such as certain plants, gardening supplies, cleaning supplies and disinfectants.	Care of Persons with Dementia	87705(f)(2)	10%
The licensee shall be responsible for assuring that a record of centrally stored prescription medications for each resident is maintained for at least one year and includes:	Incidental Medical and Dental Care	87465(h)(6)	8%

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Persons who require health services or have a health condition including, but not limited to, those specified below shall not be admitted or retained in a residential care facility for the elderly: Residents who depend on others to perform all activities of daily living for them as set forth in Section 87459, Functional Capabilities.	Prohibited Health Conditions	87615(a)(5)	8%
The facility shall heat rooms that residents occupy to a minimum of 68 degrees F.	Maintenance and Operation	87303(b)(1)	6%
All outdoor and indoor passageways and stairways shall be kept free of obstruction.	Personal Accommodations and Services	87307(d)(6)	6%
Any item which could pose a danger to residents, including cleaning solutions, poisons, and other items, shall be made inaccessible to residents.	Storage Space	87309(a)	6%
Prior to working, residing or volunteering in a licensed facility, all individuals subject to a criminal record review shall obtain a clearance or criminal record exemption.	Criminal Record Clearance	87355(e)(1)	6%
Prior to working, residing or volunteering in a licensed facility, all individuals subject to a criminal record review shall request a transfer of a criminal record clearance from another facility or Trustline.	Criminal Record Clearance	87355(e)(2)	6%

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All personnel, including the licensee and administrator, shall be in good health, and physically and mentally capable of performing assigned tasks. Good physical health shall be verified by a health screening, including a chest x-ray or an intradermal test, performed by a physician not more than six (6) months prior to or seven (7) days after employment or licensure. A report shall be made of each screening, signed by the examining physician. The report shall indicate whether the person is physically qualified to perform the duties to be assigned, and whether he/she has any health condition that would create a hazard to him/herself, other staff members or residents. A signed statement shall be obtained from each volunteer affirming that he/she is in good health. Personnel with evidence of physical illness or emotional instability that poses a significant threat to the well-being of residents shall be relieved of their duties.	Personnel Requirements - General	87411(f)	6%
Prior to accepting a person as a resident the licensee must obtain and keep on file, documentation of a medical assessment, signed by a physician, made within the last year.	Medical Assessment	87458(a)	6%
Centrally stored medications shall be kept in a safe locked place that is not accessible to persons other than employees responsible for the supervision of the medication.	Incidental Medical and Dental Care	87465(h)(2)	6%
Supplies of nonperishable foods for a minimum of one week and perishable foods for a minimum of two days shall be maintained on the premises.	General Food Service Requirements	87555(b)(26)	6%

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A written order from a physician indicating the need for postural support shall be maintained in the resident's record. The licensing agency is authorized to require additional documentation if needed.	Postural Supports	87608(a)(3)	6%
An applicant or licensee shall be charged fees as specified in Health and Safety Code section 1569.185.	Licensing Fees	87156(a)	5%
The licensee shall assure provision of bedroom furniture for each resident, which shall include a chair, night stand, a lamp or light sufficient for reading, and a chest of drawers.	Personal Accommodations and Services	87307(a)(3)(B)	5%
Once ordered by the physician, nonprescription PRN medications shall be given in accordance with the physician's directions.	Incidental Medical and Dental Care	87465(c)(2)	5%
A separate, complete, and current record shall be maintained for each resident in the facility, readily available to facility staff and to licensing agency staff and shall contained specified information.	Resident Records	87506(a)	5%
All equipment and dishes shall be kept clean and maintained in good repair free of breaks, open seams, cracks or chips.	General Food Service Requirements	87555(b)(29)	5%